

**BE SAFE  
CHICAGO** ★★



**Be Safe.  
Personal Services**

# Be Safe. Personal Services

What's in this guide?



Gradually Resume  
(Phase IV)

## Cautiously reopening Chicago requires:

### Healthy interactions

#### Social distancing



Limitations on physical distance to other individuals

#### Gathering size



Limitations on gatherings of individuals

#### Protective gear



Use of protective gear by individuals

### Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

### Safe spaces and conditions

#### Entry access



Entry/exit condition for access to space

#### Cleaning standards



Actions taken to disinfect space

#### Visual guidance



Hygiene resources and guidance posted in space

### Workplace conditions



Evaluation of foot traffic, ventilation, etc.

### Operational resilience and monitoring

#### Flexible models



Flexibility with sick leave, remote work (when possible)

#### Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

#### Travel guidelines



Restriction of movement of people between locations

#### Testing / tracking



Facilitation of testing and tracking

- Recommended guidance -

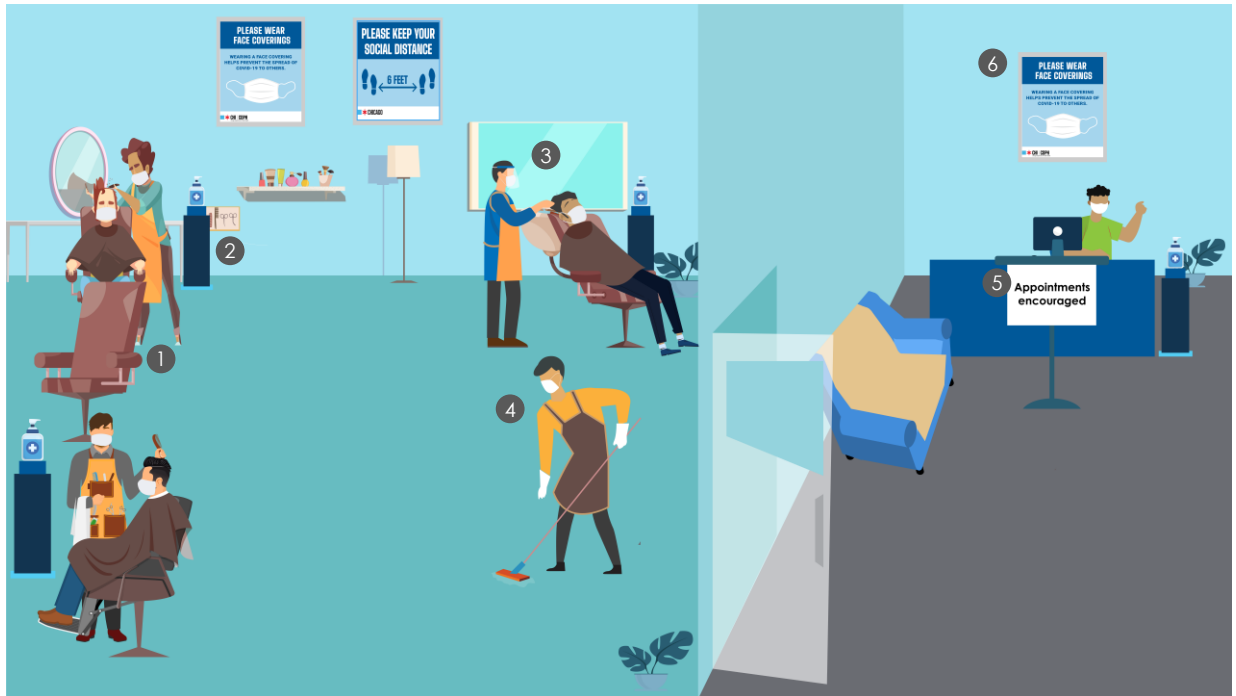
**BE SAFE  
CHICAGO**

# Be Safe. Personal Services

Illustrative example



Gradually Resume  
(Phase IV)



## What may be different?

- 1 Set up workstations to allow for physical distancing, where necessary
- 2 **Sanitization products** available for employee and client use
- 3 All individuals required to wear **face coverings** at all times, except during services requiring removal (e.g., beard shave)
- 4 Employees **disinfect facilities frequently**
- 5 Customers **encouraged to make reservations** for services
- 6 **Visual signage posted throughout establishment** regarding hygiene, social distancing, proper PPE, and more

- Recommended guidance -

# Be Safe. Personal Services

## Healthy interactions



Gradually Resume  
(Phase IV)



**Social  
distancing**

### Ensure >6 ft between individuals and close choke points

- Ensure all areas allow for 6 ft. social distancing
- Place impermeable barriers between workstations if not able to provide 6 ft distancing
- Encourage the use of impermeable barriers where 6 ft. social distancing is not practical (e.g., check-out counters)



**Gathering  
size**

### Limit gatherings to ensure social distancing

- Limit capacity for all establishments, as well as gatherings of employees and customers in choke points (e.g., break rooms, check-out areas)
- **[CLICK HERE to view more specific Personal Services Phase IV capacity restrictions](#)**



## Ensure protective gear worn by all employees and customers

- In any outdoor and indoor common spaces, face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- Encourage employers to provide face coverings for employees
- For services that require the removal of face coverings, ensure that the employee is wearing all proper PPE (including their own face covering) and is informed of the increased risk of exposure to the virus; provide service in separate room, if possible
- Clean machine washable aprons/capes after every use, and encourage the use of disposable capes/aprons
- If practical, use face shields, goggles and/or gloves (in addition to face coverings) for employees requiring close contact to guests (e.g., make-up applications, aesthetician services, nail services)



## Ensure hygienic interactions (e.g., regular trainings, ample hand sanitizer)

- Provide sanitizing products for customer use (e.g., soap and water, hand sanitizer)
- Ensure employees wash hands before and after every service, or if service is interrupted (e.g., to answer the phone)
- Prior to each new phase, if possible, provide training to refresh proper hygiene, disinfection, and sanitation practices
- Sanitize hands before and after touching samples (e.g., polish bottles, paint chips)
- Sanitize handled products after each customer
- Eliminate use of product samples / testers
- Encourage employees to complete health and safety training related to COVID-19 when returning to work

# Be Safe. Personal Services

Safe spaces and working conditions



Gradually Resume  
(Phase IV)



## Implement screening measures for employees and customers

- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- Prior to entering establishment, employees self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire – see appendix)
- Employees should not report to, or be allowed to remain at, work if exhibiting symptoms or reporting they feel ill
- Post pledge upon entrance or conduct screening verifying customer or external supplier / non-customer is not currently exhibiting COVID-19 symptoms (e.g., questionnaire, verbal agreement, non-verbal agreement)
- Encourage vulnerable populations to avoid services requiring close physical contact

# Be Safe. Personal Services

Safe spaces and working conditions



Gradually Resume  
(Phase IV)



## Establish daily cleaning standards for spaces and high-touch items

- Disinfect/sanitize high-touch areas (e.g., workstations, foot spas, massage tables, dryers, stylist chairs, nail chairs/spas, etc.) with an [EPA registered disinfectant](#) after each customer
- Disinfect high touch surfaces (e.g., doors, handles, reception stations, etc.) frequently throughout the day (at least every 2 hours)
- Disinfect and sanitize all equipment after each client, minimize sharing of tools / equipment between staff, use disposable equipment (if practical)
- Allow self-serve food or drink stations to re-open if an employee is serving the food and wearing proper PPE
- Clean and sanitize public restrooms hourly, or as practical
- If practical, build in time between clients for proper cleaning



## Provide visual guidance on hygiene standards and entry requirements

- Post comprehensive health, hygiene, and physical distancing signage throughout facilities (e.g., signage from CDC guidelines)
- Post guidelines and criteria for customers to enter (e.g., face coverings)



## Optimize ventilation/air flow

- If practical, increase airflow of indoor spaces (e.g., windows, ventilations) according to [CDC guidelines](#)

- Recommended guidance -



# Be Safe. Personal Services

## Operations and monitoring



Gradually Resume  
(Phase IV)



**Flexible  
models**



**Operation  
resiliency**



**Travel  
guidelines**

### Limit in-person work where possible

- Minimize in person interactions where practical (e.g., consider utilizing online trainings / virtual staff meetings)

### Limit interaction between individuals

- If practical, encourage contactless payment, and/or self-serve checkout (where available)
- Minimize client overlap (e.g., one client per employee, with no scheduled overlap in clients)
- If practical, implement appointment only model

### Limited travel for business

- If applicable, minimize staff travel across multiple locations and limit to essential only

- Recommended guidance -



## Follow CDPH and CDC guidance for testing and tracing protocols

- If employee does contract COVID-19, they must follow all CDC guidelines before returning to work
- If an employee is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed according to CDC guidelines
- Any employee who has had close contact with a co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to CDC guidelines
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14 day period, employers are required to report cases to CDPH
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak
- For each customer, keep log of name, contact information, and service provider for at least 60 days following the service



## Glossary

**Gathering:** A group of individuals outside a single household who are part of a spontaneous or planned event convening for more than ten minutes

**Handwashing:** The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

**Social distancing:** The physical spacing of at least six feet between individuals, or groups of individuals.

**PPE:** Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

## Self-screening sample questionnaire

**Self-screening:** A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?



### General workplace guidance

#### National resources for further guidance

**CDC** – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

**CDC** – *Guidance for Businesses and Workplaces*  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

**OSHA** *Guidance on Preparing Workplaces for COVID-19:*  
<https://www.osha.gov/Publications/OSHA3990.pdf>

### Disclaimer

Any links provided in this document are for convenience and informational purposes only; they do not constitute an endorsement or an approval by the City of Chicago of any of the products, services or opinions of the corporation or organization or individual. The City of Chicago bears no responsibility for the accuracy, legality or content of the external site or for that of subsequent links. Contact the external site for answers to questions regarding its content.